



Adirondack Health Institute

Referral Coordinator

Driven, Detail-Oriented Professional Wanted!

Adirondack Health Institute (AHI) is an independent, non-profit organization that is leading the way in rural health care transformation across a nine-county region of the North Country. AHI supports hospitals, physician practices, behavioral health providers, community-based organizations, patients and others in our region to transform healthcare and improve population health.

AHI is seeking dedicated, motivated, and highly passionate individuals who share our drive and commitment to making a difference by improving the health of our community. We are seeking a **Referral Coordinator** to join our team in our Glens Falls, NY office.

The Referral Coordinator supports the Health Home Program and has the primary responsibility for the timely and accurate collection, entry, and assignment of program referrals. This position reviews assignment files, enters data into databases, and assigns cases to the appropriate person and/or agency. The Referral Coordinator is also responsible for verifying and updating information by accessing multiple systems and assures that all members, partners, and program stakeholders are given appropriate information and prompt and courteous service, with an emphasis on maintaining confidentiality. This position also performs a wide variety of tasks associated with referral/member tracking to be compliant with project(s) requirements.

Responsibilities of the Referral Coordinator also include:

- Coordinating and administering all required referral management activities of the Health Home Program, including:
 - Receiving referrals via phone, fax, or through the NYSDOH Health Commerce System (HCS);
 - Accurately entering all patient information into the Health Home Care Management EHR;
 - Promptly obtaining all missing, or correcting inaccurate information, by establishing lines of communication with patients, service providers, and partner agencies;
 - Maintaining tracking mechanisms to record programmatic questions, requests, and patient tracking;
 - Demonstrating independent judgement and critical thinking skills, within scope of job responsibilities, in the absence of direct supervision;
 - Demonstrating efficient time management skills, demonstrated by task completion;
 - Maintaining highly confidential material in a safe, HIPAA-compliant manner;
 - Maintaining documentation and statistics on activities to comply with reporting requirements;
 - Complying with all regulatory agency requirements.
- Adhering to HIPAA confidentiality regulations 100% of the time;
- Attending program conference calls, taking meeting minutes, and distributing call summaries;
- Other duties as assigned.

Education & Experience: Ideal candidates will have a Bachelors' Degree in a related field and at least one year of experience in data management, coordination, and/or implementation. Equivalent combination of education and experience will be considered. Experience with community-based organizations preferred. Health Home experience preferred.

Other Skills: Candidates must have strong computer skills, including Microsoft Excel, Word, and PowerPoint. Excellent verbal communication skills are required, as is the ability to maintain detailed documentation and records in an organized fashion. Attention to detail is essential. Candidates must have proven customer service and phone skills. Candidates must have the ability to navigate web-based portals, databases, and forms. The ability to provide basic troubleshooting for web-based portals is required. Familiarity with Microsoft Access preferred.

Other Requirements: Must have a valid New York State driver's license and vehicle, or provide evidence of mobility within assigned community. The Referral Coordinator must have the ability to travel as required to work with staff and clients, to meet with consultants, and to participate in conferences. Travel is primarily local during the business day.

Position Schedule: Full-Time; Monday through Friday with occasional early morning, evening, and/or weekend hours to accommodate special events or initiatives.

FLSA Status: Exempt

At AHI, we are leading the way in rural healthcare transformation. By partnering with regional health care providers and community-based organizations, we strive to improve care, lower costs, and realize a healthier future for the Adirondack region. If you are enthusiastic, energetic, and ready to "roll up your sleeves," this is your new opportunity!

AHI provides a friendly and challenging work environment and a comprehensive benefits package. To apply, please visit <https://ahihealth.org/who-we-are/careers/> and complete an online application.

AHI is an Affirmative Action EEO employer and provides opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. AHI will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.